



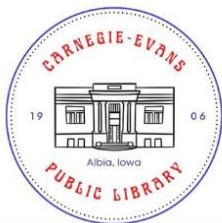
Carnegie-Evans Public Library
203 Benton Ave.
Albia, Iowa 52531
<https://www.albia.lib.ia.us>
1(641)932-2469



CUSTOMER SERVICE POLICY

The Carnegie-Evans Public Library is committed to excellent customer service in providing library services. In order to maximize customer satisfaction and fulfillment the library commits to:

- Greeting library patrons and colleagues in a welcoming manner
- Treating library patrons and colleagues politely, promptly and with helpful attention
- If we are occupied, we will strive to request patience for any delay in service and inform as to the expected wait
- Maintaining a high level of professionalism in all professional interactions
- Maintaining a high level of decorum outside of working hours due to the representation of the library in our community
- Judgment calls are to be made in the patron's favor. If a mistake is made, it should be to the patron's advantage. Trust should be given to patrons unless the individual history of the patron has established that trust is not warranted.
- If we are unable to comply with a patron request, we will strive to offer all relevant alternatives
- Providing a clean and comfortable environment
- Staff will be familiar with library policies and be able to articulate those policies and the rationale behind the policies
- All enforcement of policies will be with firm, polite and professional delivery
- The library does not discriminate and offers the same excellent customer service and professionalism to all patrons and colleagues
- Staff will present themselves in clean and modest clothing that are acceptable in a casual professional environment
- Patron and colleague privacy and respect is paramount – representing a public library requires we maintain high personal integrity standards -we will maintain patron privacy and strive to not engage in gossip or degrading community members, colleagues or patrons
- If we are unable to assist a patron, we will inform the patron in a polite manner and provide alternate options if available



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PHONE AND INTERNET ETIQUETTE

The interactions of staff with the general public and all other business contacts should meet the high customer service and professionalism standards whether they are in person or via other means, such as telephone or internet. In order to meet those standards, the library commits to:

- Answering telephone calls by identifying the library, ourselves and seeking to assist the caller
- Answering inquiries via email or other electronic means promptly and in effort to assist the inquirer
- If we are occupied we can politely ask a caller or a patron to hold for a moment or request to return call
- If we are unable to assist we will inform the individual making the request in a polite manner and provide alternate options if available